

6 FAH-5 H-200 ICASS GOALS, PRINCIPLES, PRECEPTS, AND ANNUAL TIMEFRAME

(TL:ICASS-2; 04-01-1998)

6 FAH-5 H-201 GOALS

(TL:ICASS-2; 04-01-1998)

(Applies to participating ICASS agencies)

The goals of ICASS are to:

- Provide quality administrative services and increase customer satisfaction;
- Reduce and contain costs;
- Promote local empowerment; and
- Establish a simple, transparent, and equitable cost distribution system.

6 FAH-5 H-202 PRINCIPLES

6 FAH-5 H-202.1 Local Empowerment

(TL:ICASS-2; 04-01-1998)

(Applies to participating ICASS agencies)

Customers have more say in how business is done in the delivery of administrative services. Under ICASS, posts have more responsibility and authority to manage their resources. Each Mission forms an ICASS Council, made up of senior managers representing each agency at the post. Like a corporate board of directors, the Council is responsible for the overall management of shared administrative support activities including the cost effective use of resources, choosing service providers, establishing customer service standards, and setting priorities within the administrative support delivery system. Local empowerment, for example, means delegation of the providers' Personal Services Contracting (PSC) authority to the posts, the introduction of a local working capital fund so posts have more flexibility in using their resources, and putting in place a cost distribution system to track true costs by service.

6 FAH-5 H-202.2 Equity

(TL:ICASS-2; 04-01-1998)

(Applies to participating ICASS agencies)

Agencies pay their fair share of post administrative costs based on usage. ICASS embodies the concept that all agencies should pay the true costs of their presence abroad. Service providers who are not reimbursed fully for their services subsidize their customers who therefore have no incentive to make rational choices on the level of services they receive. **Under ICASS, funding for services is allocated to the customer rather than to the provider. Customers have a vested interest in reducing costs and a greater voice in how shared administrative services are managed and delivered.**

6 FAH-5 H-202.3 Transparency

(TL:ICASS-2; 04-01-1998)

(Applies to participating ICASS agencies)

Posts and headquarters can understand the basis for costs. All costs will be clearly shown by agency for all post and non-post-related services, using an agreed-upon method. Budget and management information systems will let every post and agency see and influence shared administrative costs, by service and by agency.

6 FAH-5 H-202.4 Selecting a Service Provider

(TL:ICASS-2; 04-01-1998)

(Applies to participating ICASS agencies)

Posts choose who does what. Posts, through their Councils, look at other possibilities to get administrative support, consulting, and professional services in lieu of or in addition to those provided through the Department of State. Another agency at post might wish to provide a service for all participating agencies within the Mission, if it can do the job cheaper and more efficiently. Other choices to improve services or cut costs are commercial contractors, regionalization of support activities, the introduction of improved technology, and any other source that makes sense.

6 FAH-5 H-202.5 Customer Service Standards and Principles

(TL:ICASS-2; 04-01-1998)
(Applies to participating ICASS agencies)

Users have a say in what they want and what they get. Customer service is a key element of ICASS. Looking at the needs of the post and the resources, the Council with the participation of service providers establishes standards for administrative services and evaluates the performance of the service provider in meeting them. The agencies at post, who are the customers, hold the service providers accountable for their performance and, through the Council, seek ways to improve services and reduce costs.

6 FAH-5 H-203 ICASS PRECEPTS

(TL:ICASS-2; 04-01-1998)
(Applies to participating ICASS agencies)

a. Each mission establishes an ICASS Council and adopts a Standard Charter and MOU for services; see 6 FAH-5 H-303 and 6 FAH-5 H-304 , which also have exhibits. Service standards, which are an integral part of this package, are discussed in 6 FAH-5 H-305 , with samples shown in 6 FAH-5 H-305 Exhibit H-305.6 .

b. Councils use **consensus** to the maximum extent possible to reach all cost and operational decisions. Where consensus is not possible, a two-thirds vote is required.

c. Councils decide **which services** from the comprehensive list of services included in this Handbook will be offered under the ICASS process at post.

d. **Any U.S. Government agency or sub-division** thereof so willing **may be designated** by the Council to assume the role of **service provider** or services may be contracted out commercially, based on the principle of the highest quality of services at the lowest possible cost.

e. **Participation** in services offered through ICASS is **voluntary** for mission agencies except for the Basic Package and the Community Liaison Office (CLO) Cost Centers.

f. Current service providing agencies must continue all services until a **one year notice of intent to terminate** is provided to customer agencies. Serviced agencies must provide a 6-month notice to discontinue the receipt of services. Normally, the notification to terminate a service should coincide with the end of the Fiscal Year. Notification to withdraw from services should be given on April 1 or October 1 unless there is a compelling reason not to do so.

g. Councils collaborate with service providers in exercising authority over ICASS resources and systems at post, with final authority in country resting with the COM. Issues not resolvable at post may be appealed to the Interagency Executive Board by the COM, Post Council, or by any participating agency through its headquarters office. The Council's authority does not supersede internal controls and regulations of the service provider or other customer agencies.

h. Councils develop standards for serving customers in consultation with service providers.

i. Councils assess the performance of service providers, in writing.

j. The State Department's Working Capital Fund (WCF) will be used for each post into which all participating agency contributions will be deposited early in the fiscal year. A transparent and equitable cost distribution system will be maintained.

k. Not all administrative costs come under ICASS. Generally costs that can be attributed to a specific agency will be directly charged to that agency.

6 FAH-5 H-204 ANNUAL SCHEDULE (TIMEFRAME)

(TL:ICASS-2; 04-01-1998)

(Applies to participating ICASS agencies)

The chart given as 6 FAH-5 H-204 Exhibit H-204 lists actions that posts must undertake during each fiscal year. This chart is not all-inclusive. Local Councils should establish their own schedules to ensure that required actions are taken.

6 FAH-5 H-205 THROUGH 299 UNASSIGNED

6 FAH-5 H-204 Exhibit H-204 ICASS ANNUAL TIMEFRAME

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When	What	Who	Comments
October 1	Notification Date For Withdrawal From Services (Effective April 1)	Serviced Agencies	
October	Full Year Comparison of Budget / Actuals and Actual Workload Counts	Service Providers Council	For Council Review
October	Review Service Standards	Council	
October	Select Service Providers	Council	
October	Sign Subscription of Services	Serviced Agencies	
November	Approved ICASS Budget Submission Due In Washington DC Headquarters	Service Providers Council	
December	Performance Review with Provider(s)	Council Chair	
January	Agencies Billed On Basis of FY ICASS Budget	FMP State	
January	1st Quarter Comparison of Budget vs Actuals	Service Providers	For Council Review
April 1	Notification of Withdrawal From Services (Effective October 1)	Serviced Agencies	
April	2nd Quarter Budget / Actuals Compared	Service Providers	
April	ICASS Mid-Year Review	IWG Post Council	
April	Final Bills Prepared based on ICASS Mid-Year Review	FMP State	
April	Performance Review with Provider(s)	Council Chair	
April	Service Provider Assessment	Council Chair	Consensus Memo From Council To Rated, Rating, and Reviewing Officers
July	3rd Quarter Budget / Actuals Compared	Service Providers	
August	Performance Review with Provider(s)	Council Chair	
September	Annual Election of Chairman	Council	